

About Age UK Norfolk's Befriending Service

Age UK Norfolk's befriending service offers a lifeline to many older people who would otherwise feel lonely and isolated across Norfolk. Our face to face befriending service is a chatty, friendly visit in the members home or care home. It's the building of relationships with an older person (or persons as befrienders may choose to visit more than one person) and passing on requests for other support. It sounds simple, but it makes a significant impact.

About the Volunteer Role

Main Purpose

- To make a weekly/ regular visits to an older person (or persons) home/care home in Norfolk

Tasks

- To make regular visits
- To keep accurate records of all visits made
- To submit information on all visits made for statistical purposes
- To adhere to the policies and practices of Age UK Norfolk
- To keep your Coordinator informed of any changes or requests

Skills

- The ability to relate to and empathise with older people
- Good communication and I.T. skills
- An ability to talk to people on a wide range of subjects
- Ability to give and to accept support as part of a team
- Reliability and trustworthiness
- Ability to work on own initiative
- A positive and cheerful outlook

Availability

Flexible

Location

Community Based (local/countywide)

Responsible to and supported by

Befriending Officers

Training

Training and ongoing support is provided. Volunteers will need access to an email address as most correspondence is done via email. A satisfactory Enhanced DBS (criminal records) check is required.

Expenses

Expenses, such as the cost of mileage and phone calls are paid for.

